

# **AGREEMENT BY POSITION IN ORGANIZATION : RESD Customer Survey 2004**

10/15/2004

| RESD Staff Are: | 1a. knowledgeable & skillful | 1b. Provide me with accurate and reliable information | 1c. Are responsive to my requests | 1d. Provide regular communication | 1e. Provide me timely service | 1f. Treat me with courtesy | 1g. Provide high quality work | 1h. Give our projects dedicated effort | 1i. Deliver projects on my schedule | 1j. Deliver projects within budget | 1k. Are accountable to me | 2. Overall, I am satisfied with RESD services |
|-----------------|------------------------------|---|-----------------------------------|-----------------------------------|-------------------------------|----------------------------|-------------------------------|--|-------------------------------------|------------------------------------|---------------------------|---|
| ALL             | <b>82%</b>                   | <b>78%</b>  | <b>76%</b>                        | <b>62%</b>                        | <b>61%</b>                    | <b>89%</b>                 | <b>73%</b>                    | <b>61%</b>                             | <b>45%</b>                          | <b>48%</b>                         | <b>54%</b>                | <b>72%</b>                                    |
| Executives      | 71%                          | 57%   | 57%                               | 71%                               | 43%                           | 86%                        | 57%                           | 50%                                    | 17%                                 | 43%                                | 57%                       | 43%   |
| Managers        | 79%                          | 75%   | 81%                               | 60%                               | 56%                           | 92%                        | 67%                           | 58%                                    | 44%                                 | 51%                                | 57%                       | 72%   |
| Supervisors     | 83%                          | 82%   | 72%                               | 56%                               | 67%                           | 78%                        | 72%                           | 69%                                    | 44%                                 | 43%                                | 47%                       | 68%   |
| Staff           | 96%                          | 93%   | 81%                               | 73%                               | 78%                           | 96%                        | 93%                           | 68%                                    | 58%                                 | 52%                                | 59%                       | 89%   |

## **BRANCH SATISFACTION BY POSITION IN ORGANIZATION:**

|             | CAM        | APE        | PMB        | PSB        | CSB        | BPM        | 2. Overall Satisfaction |
|-------------|------------|------------|------------|------------|------------|------------|-------------------------|
| ALL         | <b>68%</b> | <b>41%</b> | <b>45%</b> | <b>67%</b> | <b>38%</b> | <b>67%</b> | <b>72%</b>              |
| Executives  | 50%        | 33%        | 29%        | 50%        | 67%        | 75%        | 43%                     |
| Managers    | 71%        | 55%        | 62%        | 65%        | 43%        | 62%        | 72%                     |
| Supervisors | 60%        | 33%        | 27%        | 57%        | 40%        | 76%        | 68%                     |
| Staff       | 82%        | 25%        | 42%        | 83%        | 22%        | 69%        | 89%                     |